

1132 - UTILITY BILLING SUPERVISOR

NATURE OF WORK

Varied responsible work in the Finance Department planning, supervising, and coordinating the work of clerical employees involved in utility billing and collection, utility customer relations, and related duties. Work includes the management of a computerized utility billing system; establishing and maintaining adequate administrative controls and record keeping procedures; coordinating with meter reading and meter service activities; researching, and settling customer complaints or inquiries regarding billings. Employee in this class must exercise a high degree of independent judgment and tact in order to communicate effectively with customers,

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Prepares or assists in the preparation of utility billings, correspondence in reply to customer inquiries or complaints, statistical data for City auditors and outside agencies, and related correspondence.

Prepares or directs subordinates to prepare the information for computer input regarding billings and billing adjustments to accounts.

Researches complex utility account transactions to respond to customer inquiries concerning billings, payments, and adjustments.

Confers with subordinate employees to resolve billing complaints.

Coordinates with Water Department operations personnel to schedule meter reading and testing in response to customer inquiries or complaints.

Prepares monthly entry to record revenues received from the different enterprise funds and the yearly adjustment of the bad debt allowance and receivable balance.

Reconciles the deposit account monthly; prepares the yearly remittance to the State of Florida for unclaimed deposits.

Trains subordinate employees on billing and collection policies and procedures.

Evaluates the job performance of subordinate employees.

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of Federal, State, County, and City laws and regulations applicable or relating to operations of the Revenue Division.

Considerable knowledge of the principles and practices of public and business administration.

Considerable knowledge of departmental rules, regulations, practices, procedures, policies and operations.

Considerable knowledge of office management and records maintenance (particularly as it relates to the billing and collection of utility accounts).

Knowledge of research techniques and the availability of sources of information.

Knowledge of public relations.

Some knowledge of basic accounting principles, procedures and practices.

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Some knowledge of the operation of water, sewerage, and waste collection systems.

Some knowledge of computer operations.

Ability to plan and institute administrative programs and to evaluate their effectiveness.

Ability to communicate effectively, verbally and in writing.

Ability to supervise and coordinate the work of office personnel in an effective manner.

Ability to utilize independent judgment in making decisions concerning a variety of administrative and customer problems.

Ability to establish and maintain effective working relationships with employees, City officials, outside agencies, and the general public.

Ability to understand complex verbal and written instructions.

MINIMUM REQUIREMENTS

Bachelor's degree from an accredited college or university with a major in Accounting, Finance or Business plus three years of full-time paid experience in accounting, computer operations, utility billing and collections, customer service operations, or the equivalent. PC and spreadsheet experience required. Experience can substitute for education on a year-for-year basis.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, some crawling, reaching, and handling, sitting, standing, pushing, and pulling.

SUPERVISION RECEIVED

General assignments and work duties are described in detail by and work is normally performed under the limited supervision of the Revenue Supervisor; direct supervision is provided on special projects. Work is reviewed for compliance with generally accepted accounting principles, established departmental policies and standards, and attainment of desired objectives by the Revenue Supervisor

SUPERVISION EXERCISED

Supervises the work activities of clerical personnel by assigning specific duties related to the billing and collection operation and periodically evaluates employee performance.